SAMSUNG

*i*DCS500

DIGITAL COMMUNICATION SYSTEM

*i*DCS Keyset User Guide

SAMSUNG TELECOMS

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SAMSUNG ELECTRONICS

EU Declaration of Conformity (RTTE)

Samsung Electronics Co., Ltd.

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(factory name, address)

declare under our sole responsibility that the product

Digital Keyphone System "*i*DCS500"

to which this declaration relates is in conformity with

RTTE Directive 1999/5/EC (Annex II)
Low Voltage Directive 73/23/EEC
EMC Directive 89/336/EEC:92/31/EEC

CE

By application of the following standards

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Intended Use

This digital telephone is intended to be connected to a digital extension of a Samsung *i*DCS telephone system. The connection allows voice communication between the central processor unit and the telephone. It is not intended to be connected to any other telephone system or the public telephone network.

Please read the provided user instructions carefully.

Note for Users Outside the UK

In order to provide as much information as possible on the features and functions of Samsung Digital Keysets, it has been necessary to include some details which are relevant to users in the UK only. Please be aware, therefore, that you may notice some differences in the operation or performance of your keyset if you are located in another country. However, the general operating procedures provided here remain relevant for your keyset.

If you are unsure of any details provided in this user guide, please see your system administrator.

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THINGS YOU SHOULD KNOW

YOUR *i*DCS500 SYSTEM

iDCS telephones are called “keyphones” or “keysets.” Your ***i***DCS500 system offers many automatic and programmable features to your keyset which you need to become familiar with. Read this section carefully to provide yourself with a good understanding of how your keyset operates.

There are two types of ***i***DCS500 system, called ‘L’ and ‘M’ versions. Some features provided by one version may be different, or may not be available, to the other version. This guide tells you where this is the case.

YOUR KEYSET

Keysets have buttons or “keys” that are used to access or activate features on your office phone system. The keys with paper designation strips are programmable keys. This means a key can be programmed for a specific function on your keyset, and the same key can be something different on another keyset.

The ***i***DCS 28D keyset has 28 programmable keys, the 18D keyset has 18, and the 8D and 8S keysets have eight. All but the 8S keyset have a liquid crystal display (LCD) for displaying call information, feature menus, and so on. With an LCD, you have the option of using ‘soft keys’ to select features as an alternative to using programmable keys. You can also use the display to program your keyset for certain functions.

To see the layout for your keyset, refer to the appropriate layout diagram at the end of this section. Ask the system administrator to have your most frequently-used features assigned to programmable keys, and make sure that these keys are labelled properly.

Lines from the telephone company are “C.O. lines.” Calls on these lines are referred to as “outside calls.” Your keyset can have individual C.O. line keys—called Direct Trunk Selection (DTS) keys—or lines may be assigned to groups. When they are in a group, you access a line by dialling an access code or pressing a route key. For example, you might dial ‘9’ or ‘0’ or press

the LOCAL key to get a local outside line. If Least Cost Routing (LCR) is used, pressing the LCR key will automatically select a pre-programmed C.O. line according to what digits are dialled. Each line in the system is numbered—by default—beginning with 701, then 702, 703, etc.

Direct Station Selection (DSS) keys are programmed to ring specific extensions. You can press a DSS key instead of dialling the extension number. A DSS key will light red when that extension is busy (this is called a Busy Lamp Indication).

iDCS Series keysets provide distinctive ring patterns:

- Outside calls have a double ring tone repeated.
- Internal calls have a single ring tone repeated.
- Doorphone calls and alarm/appointment reminders have a short ring tone repeated quickly.

CALL INDICATIONS

The keys on your phone have light emitting diodes (LEDs). These are tri-coloured LEDs that light green, red or amber (green and red together). See the relevant keyset layout diagram (below) for the keyset you are using.

Internal calls, also called intercom calls, always appear on your Call keys and always light green. You can have up to eight Call keys, but two are recommended. **Remember, you must have at least one Call key programmed to be able to make and receive calls.**

Outside calls appear on individual DTS keys, if these are assigned. If an individual line is not assigned to its own key, it will appear on a Call key. Your outside calls will light green on your keyset and red on other keysets.

You never lose sight of your calls while they are on hold. They are identified with a green flashing light.

Some simple rules to remember:

- Any steady LED indicates the line or feature is in use.
- A fast flashing green LED indicates a new call ringing in.
- A slow flashing green or red LED indicates a call is on hold.
- A slow flashing amber LED indicates a recall to your keyset.

SPEAKERPHONE

Pressing the **ANS/RLS** key will answer or release a call on the speakerphone.

Switching from the handset to the speakerphone is easy. Press the **Speaker** key and replace the handset.

VOLUME CONTROLS

iDCS series keysets use the **Volume** up and down (▲ and ▼) keys to adjust the ringer volume while the keyset is ringing, the speaker volume while the speakerphone is in use and the handset volume while you are listening. These three levels will be stored in memory until changed. If background music is turned on at your keyset, the volume keys will also control the level of music. The volume of pages heard through the speaker can be adjusted during a page announcement using the **Volume** keys. (There are eight user-programmable levels for ring, off-hook ring and handset volume, and 16 levels for speaker, background music and page volume.)

Note: Volume levels can also be changed by dialling **Transfer 114** and selecting the required option(s).

HOT KEYPAD

Your keyset's keypad can be made "live" or "hot" so that it is not necessary to lift the handset or press the **Speaker** key before you begin dialling. Calls can be made and features activated by simply dialling the line number, trunk group access code, internal number or feature access code. Dialling feature descriptions in this guide assume that the Hot Keypad feature is switched on. If it is not, always lift the handset or press the **Speaker** key before dialling. (Refer to the section **"Customising Your Keyset"** for details on the Hot Keypad feature.)

KEYSET STATUS INDICATOR

The keyset status indicator lamp is positioned on the top right corner of the keyset above the display. This status indicator is a tri-coloured lamp (red, green and amber) that provides greater visibility of your keyset's status than the individual key LEDs. The status indicator provides the following indications:

- Busy/Off Hook: Steady Red
- Internal Ring: Flashing Red

- Outside Call Ring: Flashing Green
- Recall Ring: Flashing Amber
- Message Waiting: Flashing Red
- Do Not Disturb: Flashing Red

SYSTEM TONES (UK)

Internal Dial Tone—a continuous steady tone that indicates you can begin dialling.

Ringback Tone—indicates the extension you dialled is ringing.

Busy Tone—indicates the extension you dialled is busy.

DND/No More Calls Tone - fast busy tone indicates the extension you dialled is in Do Not Disturb mode or cannot receive any more calls.

Transfer/Conference Tone—indicates your call is being held and you can dial another party.

Confirmation Tone—very short beeps followed by dial tone indicate you have correctly set or cancelled a system feature.

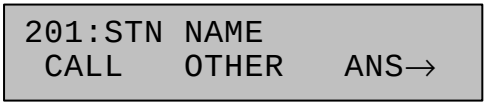
Error Tone—a continuous single-level tone indicates you have done something incorrectly and should try again.

SELECTING FEATURES USING DISPLAY MENUS

Your keyset's display can be used to select features without the need for programmed keys. You press the **Scroll** key to display feature menus on the LCD and then use the soft keys to select the required feature(s).

The three soft keys below the LCD are substitutes for dedicated feature keys and access codes. Pressing one of these keys has the same effect as pressing a programmed key. These keys are context sensitive and their functions change to present you with the best options for a particular call condition.

The Scroll key is used to display options available at a particular time or during a specific procedure. Press this key once while in the idle state to view the main feature menus available.



CALL	Guides you through the options to make a call.
OTHER	Guides you through features other than making or answering calls.
ANS	Guides you through the options to answer calls.

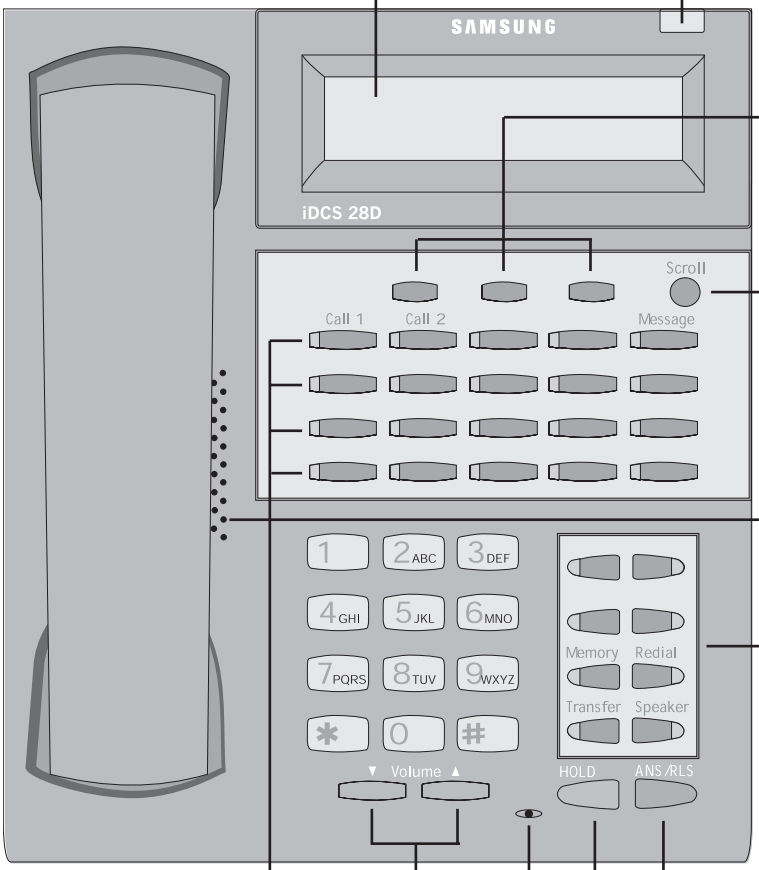
1. Select one of the main menus, CALL, OTHER, or ANS using the appropriate soft key.
2. You select features in a menu using the soft keys. If there are more than three features in a menu—as indicated by the symbol " → " displayed as the last character on the lower line of the display—press the **Scroll** key to display these further options.

Be aware that the menus presented to you will change depending on the state of your keyphone. In the idle state (on-hook), you see the menus above. While making or answering calls, other menus are displayed. When a feature is described in this guide, you are shown how to use the menus if you do not have the required key programmed on your keyset.

SYSTEM ACCESS CODES

As an alternative to programming the phone keys, your system is configured with default system access codes for using the various features described in this guide. These codes are printed at the end of the guide for quick reference. However, your system may have been set up to use a different set of codes. Therefore, if your system does not work as described in this guide, see your system administrator for advice.

*i*DCS 28D Keyset Layout



32 CHARACTER DISPLAY
Two lines with 16 characters each.

KEYSET STATUS INDICATOR
Used to provide your keyset status.

SOFT KEYS
Used to activate features via the display.

SCROLL KEY
Used to scroll through displays.

SPEAKER
For handsfree operation and ringing.

MICROPHONE
For handsfree operation.

HOLD KEY

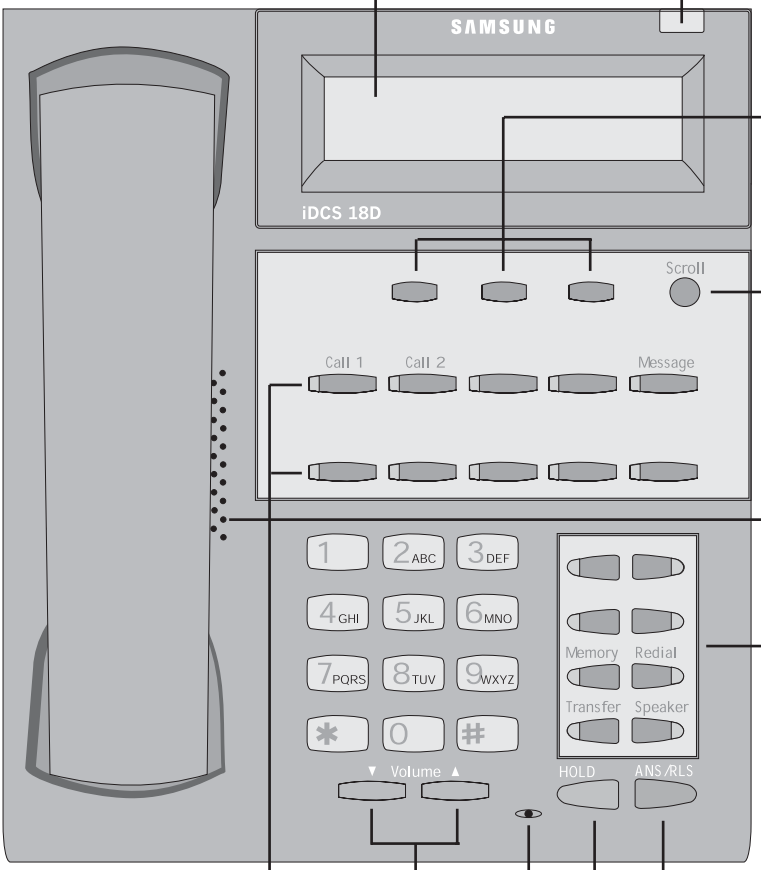
ANSWER/RELEASE KEY

20 PROGRAMMABLE KEYS WITH TRI-COLOURED LIGHTS
Used for CALL keys, internal calls, outside lines and many other system features.

VOLUME CONTROL KEYS
Used to set independent levels for handset, speaker, background music, ring and page volumes.

8 PROGRAMMABLE KEYS WITH TRI-COLOURED LIGHTS
Used to call stations directly, to indicate busy conditions of other stations, for One-Touch dialling and many other system features.

iDCS 18D Keyset Layout



32 CHARACTER DISPLAY
Two lines with 16 characters each.

KEYSET STATUS INDICATOR
Used to provide your keyset status.

SOFT KEYS
Used to activate features via the display.

SCROLL KEY
Used to scroll through displays.

SPEAKER
For handsfree operation and ringing.

MICROPHONE
For handsfree operation.

HOLD KEY

ANSWER/RELEASE KEY

10 PROGRAMMABLE KEYS WITH TRI-COLOURED LIGHTS
Used for CALL keys, internal calls, outside lines and many other system features.

VOLUME CONTROL KEYS
Used to set independent levels for handset, speaker, background music, ring and page volumes.

8 PROGRAMMABLE KEYS WITH TRI-COLOURED LIGHTS
Used to call stations directly, to indicate busy conditions of other stations, for One-Touch dialling and many other system features.

*i*DCS 8D Keyset Layout

32 CHARACTER DISPLAY
Two lines with 16 characters each.

KEYSET STATUS INDICATOR
Used to provide your keyset status.

SCROLL KEY
Used to scroll through displays.

SOFT KEYS
Used to activate features via the display.

VOLUME CONTROL KEYS
Used to set independent levels for handset, speaker, background music, ring and page volumes.

MICROPHONE
For handsfree operation.

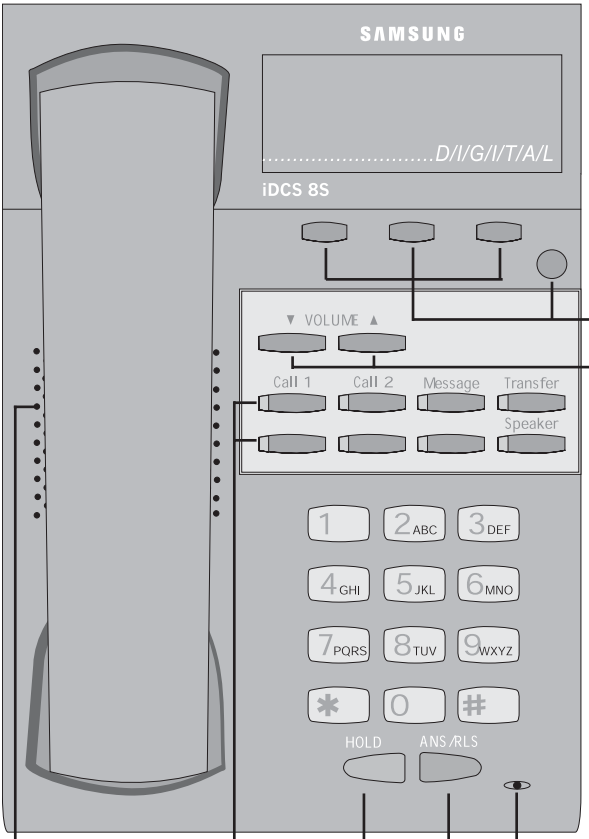
SPEAKER
For handsfree operation and ringing.

HOLD KEY

ANSWER/RELEASE KEY

8 PROGRAMMABLE KEYS WITH TRI-COLOURED LIGHTS
Used to call stations directly, to indicate busy conditions of other stations, for One-Touch dialling and many other system features.

*i*DCS 8S Keyset Layout



NOT USED

VOLUME CONTROL KEYS
Used to set independent levels for handset, speaker, background music, ring and page volumes.

MICROPHONE
For handsfree operation.

SPEAKER
For handsfree operation and ringing.

HOLD KEY

ANSWER/ RELEASE KEY

8 PROGRAMMABLE KEYS WITH TRI-COLOURED LIGHTS
Used to call stations directly, to indicate busy conditions of other stations, for One-Touch dialling and many other system features.

OUTSIDE CALLS

MAKING AN OUTSIDE CALL

1. Lift the handset and press an idle outside line key, line group key or dial a line access code to receive dial tone.
   OR
   To use the speakerphone, press an idle outside line key or line group key, or dial a line access code, to receive dial tone through the speaker.
   OR
   Press the **Speaker** key, receive internal dial tone and dial a line access code.
2. Dial the telephone number.
3. Finish the call by replacing the handset or pressing the **ANS/RLS** key.

Note: You will receive No More Calls tone if you attempt to make a call and there is no Call key programmed.

- If Least Cost Routing (LCR) is enabled on your phone system, there may be a key labelled LCR or it may be selected by dialling the access code (e.g. '9') which is set during system installation.
- If your system is programmed to require an authorisation code before you can make a call, dial ✱ plus a valid code before selecting a C.O. line.
- If your system is programmed to require an account code before you can make a call, press the **ACCT** key or ACCT soft key, or dial **47**, followed by a valid account code. Press the **ACCT** key again (or the ACCT soft key) and then select a C.O line.

For more information on authorisation and account codes, see your system administrator.

Note: If the Hot Keypad feature has been turned off, you must first lift the handset or press the **Speaker** key before dialling.

ANSWERING AN OUTSIDE CALL

Your keyset status indicator flashes green for incoming outside calls.

- Lift the handset and you are automatically connected to the ringing call. (See ***Ring Preference*** in the section "Customising Your Keyset.")
  OR
  Press the **ANS/RLS** key to automatically answer on the speakerphone.

Note: If a call is flashing at your keyset, but not ringing, you must press the flashing Call key to answer.

UNIVERSAL ANSWER (UA) DEVICE

Outside lines can ring over the paging system or to a loud ringer. To answer ringing calls dial **67** or press the **UA** key. The UA device can operate in Day or Night mode and in any one of six different ring plans.

Note: If the Hot Keypad feature has been turned off, you must first lift the handset or press the **Speaker** key before dialling.

RECALL DIAL TONE

- Press the **NEW** key to disconnect your existing call, wait for dial tone and then make a new call on the same line.

Note: If the **NEW** key does not appear on your keyset, the **FLASH** key may be programmed to recall dial tone.

SENDING A FLASH

While on an outside call, press the programmed **FLASH** key to send a flash to the telephone company. This is required for some custom calling features or CENTREX use (e.g. for nuisance calls).

Note: Flash is not available on ISDN circuits.

BUSY LINE QUEUING WITH CALLBACK

If you receive a busy signal when you select an outside line, this means that the line or group of lines is busy. You can request the system to call you back when the line becomes free.

1. Press the **CBK** key or CBK soft key or dial **44**. You will hear confirmation tone (and your **CBK** key will light).

   When the line becomes free the system will call you back. You must answer the Callback within 30 seconds or it will be cancelled.

2. Lift the handset or press the **ANS/RLS** key to answer, wait for dial tone and dial the telephone number or speed dial number again.

Note: If the Hot Keypad feature has been turned off, you must first lift the handset or press the **Speaker** key before dialling.

CANCELLING A CALLBACK

Your keyset can have a maximum of five Callbacks set on outside lines at any one time. To cancel a Callback:

1. Press the **CBK** key or dial **44**. You will hear confirmation tone.
2. Press the HOLD key or CLEAR soft key.

Repeat step 2 for each Callback you wish to cancel. You can use the **Volume** keys to scroll through and select the line numbers to cancel.

Note: If the Hot Keypad feature is turned off, you must first lift the handset or press the **Speaker** key before dialling.

INTERNAL CALLS

CALLING OTHER EXTENSIONS

1. Dial the extension number or group number.
2. Wait for the party to answer. If you hear a brief tone burst instead of ring-back tone, the extension you called is set for Voice Announce or Auto Answer. Begin speaking immediately after the tone.
3. Finish the call by replacing the handset or pressing the **ANS/RLS** key.

Note:

- If you have a **DSS** key assigned to an extension or a extension group, you can press this key instead of dialling the number.
- If the Hot Keypad feature has been turned off, you must first lift the handset or press the **Speaker** key before you begin dialling.

ANSWERING INTERNAL CALLS

Your keyset can answer internal calls in one of three modes: Ring, Voice Announce or Auto Answer. Ring mode is the default mode.

RING MODE

1. When your keyset rings, simply lift the handset
   OR
   Press the **ANS/RLS** key to be connected to the calling extension.
2. Finish the call by replacing the handset or pressing the **ANS/RLS** key.

See ***Ring Preference*** in the section "Customising Your Keyset".

VOICE ANNOUNCE MODE

When another extension calls you, your keyset will sound a brief attention tone and you will hear the caller's announcement.

1. Press the **ANS/RLS** key to turn on the microphone and speak hands-free.
   OR
   Lift the handset to reply.

2. To finish the call, replace the handset or press the **ANS/RLS** key.

Note: To set Voice Announce mode, see the section "Customising Your Keyset".

AUTO ANSWER MODE

When another extension calls you, your keyset will sound a brief attention tone and then automatically answer the call.

1. Your microphone and speaker are turned on and you can speak hands-free. For privacy, use the handset.
2. To finish the call, replace the handset or press the **ANS/RLS** key.

Note:

- To set Auto Answer mode, see the section **"Customising Your Keyset."**
- If you have set a Forward No Answer condition at your keyset, you must answer 'screened' transfer calls by pressing the ANS/RLS key (before the system timer forwards the call).

BUSY EXTENSION CALLBACK

When you call another extension and receive a busy signal, you can request the system to call you back when the extension becomes free.

1. Press the **CBK** key or CBK soft key or dial **44**. (Your **CBK** key will light.)

   When the busy extension becomes free, your keyset will ring. You must answer the callback within 30 seconds or it will be cancelled.

2. Lift the handset or press the **ANS/RLS** key to call the now idle extension and wait for the party to answer.

Note:

- If the Hot Keypad feature has been turned off, you must first lift the handset or press the **Speaker** key before dialling.

CANCELLING A CALLBACK

Your keyset can have a maximum of five Callbacks set on extensions at any one time. To cancel a Callback:

1. Press the **CBK** key or dial **44**.
2. Press the **HOLD** key or CLEAR soft key.

Repeat step 2 for each Callback you wish to cancel. You can use the **Volume** keys to scroll through and select the extension numbers to cancel.

Note: If the Hot Keypad feature is turned off, you must first lift the handset or press the **Speaker** key before dialling.

BUSY EXTENSION CAMP-ON

When you call another extension and receive a busy signal, but you do not want to wait for a callback, you can camp the call on to the extension. This can be done manually each time you ring a busy extension. If connected to an 'L' version *i*DCS system, you can alternatively program an automatic (auto) camp on so that your calls automatically camp on to busy extensions.

SETTING A MANUAL CAMP-ON

1. Press the **CAMP** key or CAMP soft key or dial **45.**

   The called extension will receive off-hook ring tone repeated every few seconds and its first available Call key will flash green to indicate your call is waiting.

2. Wait for the called party to answer.

   The called extension must hold or release their first call before answering your camp-on.

Note:

- If you receive No More Calls tone, the extension has no available Call key to accept your call or is in Do Not Disturb mode. Hang up or leave a message.
- If the Hot Keypad feature has been turned off, you must first lift the handset or press the **Speaker** key before you begin dialling.

SETTING AN AUTO CAMP-ON ('L' VERSION SYSTEMS ONLY)

If you want to camp calls on automatically each time you call a busy station, you can set your phone for 'auto camp-on'.

1. With the handset on-hook, press **Transfer** and dial **110.**
2. Dial **081** to turn on AUTO CAMPON (or **080** to turn it off).
3. Press **Transfer** to store your selection.

CALLING YOUR SYSTEM OPERATOR

- Dial the appropriate system code to call your system operator or group of operators. This is normally 0 or 9.
- If you want to call a specific operator, dial that person's extension number.

Note: If the Hot Keypad feature has been turned off, you must first lift the handset or press the **Speaker** key before you begin dialling.

BARGE-IN ON AN EXTENSION

The Barge-In feature allows you to barge in on a conversation currently in progress at another extension. Barge-in is an optional feature and your keyset must be programmed to allow it to access this feature. See your system administrator if you require this.

If you dial an extension which is busy, press the **BARGE** key—or the **Scroll** key and then the BARGE-IN soft key—to barge in on the conversation.

Note: You can only barge in on extensions that are programmed to permit barge in. Otherwise, you will receive a 'barge-in failed/not allowed' message**.**

CALL PROCESSING

SYSTEM HOLD

- When you are connected to a call, press the **HOLD** key. The call will go on hold and flash green at your keyset. If this call appears on a line key at other keysets, it will flash red at those keysets.
- To take the call off hold, press the flashing Call key and the green light will go steady green again. Resume your conversation.

Note: While on a call, pressing a line key, route key or a flashing Call key will automatically put your first call on hold and connect you to the new call. See ***Automatic Hold*** in the section "Customising Your Keyset".

EXCLUSIVE HOLD

To place an outside call on hold at your phone so that other users cannot access it:

- Press the **HOLD** key twice. The call will flash green on your keyset and this line will show a steady red light on other keysets.
- To retrieve the call, press the flashing green line key.

Note: Internal calls are always placed on exclusive hold.

REMOTE HOLD

When you wish to place a call on hold at another station.

1. Press **Transfer** and dial the extension number, or press the appropriate **DSS** key.
2. Press the **HOLD** key. This will place the call on system hold on an available Call or line key at the remote station and return you to dial tone.

Note:

- If the destination station does not have any free Call or line keys, you will hear No More Calls tone and must return to the other party by pressing the **Transfer** key or the RETURN soft key.
- Internal calls cannot be held remotely.

HOLD RECALL

If you leave a call on hold longer than the system hold timer, it will recall your extension. The key that the call appears on will have a slow flashing amber light. Your keyset status indicator also flashes amber for hold recalls.

- When your phone rings, lift the handset or press the **ANS/RLS** key to answer the recall.

If you do not answer this recall within a pre-programmed period of time, it will go to the system operator.

CONSULTATION HOLD

When you are talking on an outside line and it is necessary to consult with another extension:

1. Press the **Transfer** key and receive transfer dial tone. Your call is placed on transfer hold.
2. Dial the extension number.
3. Consult with the extension user.
4. Press the **Transfer** key to return to the outside party or hang up to transfer the outside call to the extension.

Note: Repeatedly pressing the **Transfer** key will toggle between the outside caller and internal extension.

RETRIEVING CALLS HELD AT ANOTHER EXTENSION

When a line is on hold and it appears on your keyset, press the line key with the red flashing light.

When a line is on hold but it does not appear on your keyset, dial **12** followed by the line number or extension number of the station that placed the call on hold.

Note:

- This feature is not available for calls put on Exclusive Hold at an extension (see above).

- If the Hot Keypad feature has been turned off, you must first lift the handset or press the **Speaker** key before you begin dialling.

TRANSFERRING CALLS

You can transfer a call from your extension to another number in one of two ways. You can do a 'screened' transfer and inform the called party who is calling, or you can do a 'blind' (unscreened) transfer without notification.

1. While on a call, press the **Transfer** key and dial an extension number, group number or external number.
   OR
   Press the **Transfer** key and a **DSS** key or station group key.
   Your call is automatically put on transfer hold.

2. Hang up when you hear ringing (this is a blind transfer).
   OR
   Wait for the called party to answer, announce the call and hang up (this is a screened transfer). If the transfer is refused, you will be reconnected to the outside line when the called party hangs up. Alternatively, you can press the **Transfer** key to return to the calling party. If you wish to send the call to another extension without waiting for the first extension to hang up, simply press another **DSS** key.
   OR
   Press the **Call** key or line key to return to the calling party and begin the transfer process again.

(When you are transferring a call to a keyset set for Voice Announce or Auto Answer, the transferred call will always ring.)

Note:

- After the called party answers, you may toggle between the calling and called parties by pressing the **Transfer** key.
- If you receive No More Calls tone, the extension has no key available to receive another call or is in Do Not Disturb mode. Press the **Transfer** key to return to the caller.

TRANSFER WITH CAMP-ON

When you are transferring a call to another extension and you receive a busy signal, you may camp the call on to the extension. Simply hang up when you hear the busy signal. The called party will be alerted that a call is waiting for them.

Note: If you receive No More Calls tone, the extension has no key available to receive another call or is in Do Not Disturb mode. Press the **Transfer** key to return to the outside caller.

TRANSFER TO VOICE MAIL

This feature is used to send a call directly to a voice mailbox. Your keyset must have a programmed **VT** key. To transfer a call directly to a voice mailbox:

1. While on a call, press the **VT** key and dial the mailbox number.
2. Hang up.

CALL WAITING

If an outside call has been camped on to your extension or another extension has camped on to you, your keyset will ring and the call that is waiting for you will flash green.

EITHER:

- **Put your current call on hold**. (If your extension has the Automatic Hold feature set, simply press the flashing key to put the call on hold and answer the waiting call. Otherwise, press the **HOLD** key to hold and then press the flashing key to answer the waiting call.)

OR:

- **Finish the current call and hang up**. The waiting call will ring. Lift the handset or press the **ANS/RLS** key to answer.

(If you put a call on hold to answer the waiting call, you can retrieve the held call by pressing the flashing **Call** key when you have finished the camped-on call.)

Note: Internal calls will not go on Automatic Hold.

CONFERENCE CALLS

You may connect up to five parties (you and four others)—in any combination of outside lines and extensions—in a conference call, in any order.

1. While engaged in a conversation with the first party, press the **CONF** key or CONF soft key.
   OR
   Press the **Transfer** key and dial **46**. You receive conference tone.
2. Make another call (internal or external) and press the **CONF** key, OR the CONF soft key, OR the **Transfer** key and receive conference tone.
3. Make another call OR press the **CONF** key, OR the CONF soft key, OR the **Transfer** key to join all parties.
4. Repeat step 3 until all parties are added.

Note: When attempting to add another party to the conference and you are not able to reach the desired person, hang up. Press the **CONF** key again to return to your previous conversation.

To Drop a Party From Your Conference Call:

1. Press the **CONF** key or the CONF soft key and dial the extension or line number that is to be dropped.
2. Press the **CONF** key or the CONF soft key again to re-establish the conference without the dropped number.

LEAVING A CONFERENCE

To leave a conference, hang up. Control is passed to the next internal extension. If there are no internal extensions and you wish to leave outside lines connected together in a trunk to trunk ('unsupervised') conference, press the **CONF** key then the **CALL** key that the call appears on, or follow the instructions to drop a party (above) using your extension number. When outside callers hang up, the lines will release automatically. Press the **CONF** key to rejoin a trunk to trunk conference.

Note: Check with your system administrator whether your system is set up to allow this feature to work correctly.

CONFERENCE SPLITTING ('L' VERSION SYSTEMS ONLY)

If you are controlling a conference and your keyset has the **Automatic Hold** feature turned on (see the section "Customizing Your Keyset"), and all outside lines involved in the conference appear on keys on your keyset, you can split the conference into separate outside calls as follows.

Note: All internal parties will be disconnected.

- Press one of the outside line keys.

The line will remain steady green to indicate you are still connected to it. All other outside lines in the conference will be placed on system hold at your keyset. (All internal callers in the conference are disconnected.) You may now speak with each caller privately—by pressing the appropriate line key—and transfer them if necessary, or re-establish another conference.

FORWARDING CALLS

You can forward your calls to another extension, group of extensions or an external telephone number. If you have any FWRD keys programmed, use these to activate forwarding. A steady red light reminds you what forward condition is activated. Otherwise, use the following procedures to set forward conditions for your keyset.

Note:

1. Your keyset will display any forward conditions you set using the following dial codes. You can also set and review forwarding options by programming via the display (see ***Call Forward Options***, below).
2. If your phone system is networked with another phone system, you can also forward calls to phones in the other system (see ***Network Call Forwarding***, below).

FORWARD ALL CALLS

To forward all your calls, under any condition, to another extension:

1. Dial **601** followed by the extension or group number.
2. Hang up when you receive confirmation tone (or LCD message).

Note:

- If the Hot Keypad feature has been turned off, you must first lift the handset or press the **Speaker** key before you begin dialling.

- The extension that receives a forwarded call can transfer the call back to the forwarding extension. This is useful when you are expecting an important call but you do not wish to be disturbed by other calls.
- When an extension keyset is in Forward All mode and there is no **FWD ALL** key, the **Transfer** key will light to indicate that Forward All has been set and calls to this extension have been transferred elsewhere.

FORWARD BUSY

To forward calls to another extension when you are busy on another call:

1. Dial **602** followed by the extension or group number.
2. Hang up when you receive confirmation tone (or LCD message).

Note: If the Hot Keypad feature has been turned off, you must first lift the handset or press the **Speaker** key before you begin dialling.

FORWARD NO ANSWER

To forward calls to another extension when you are not available to answer:

1. Dial **603** followed by the extension or group number.
2. Hang up when you receive confirmation tone (or LCD message).

Note: If the Hot Keypad feature has been turned off, you must first lift the handset or press the **Speaker** key before you begin dialling.

FORWARD BUSY/NO ANSWER

If you have both a Forward Busy destination and a Forward No Answer destination programmed, you can set both of these together:

1. Dial **604.**
2. Hang up when you receive confirmation tone (or LCD message).

Note: If the Hot Keypad feature has been turned off, you must first lift the handset or press the **Speaker** key before you begin dialling.

FORWARD FOLLOW ME

When you want all calls to your extension forwarded to the extension where you are now:

1. Dial **605** followed by your extension number.
2. Hang up when you receive confirmation tone (or LCD message).

If you want a specific extension's calls forwarded to your station ('Remote Call Forward'):

1. Dial **605** followed by the desired extension number.
2. Hang up when you receive confirmation tone (or LCD message).

Note: If the Hot Keypad feature has been turned off, you must first lift the handset or press the **Speaker** key before you begin dialling.

FORWARD DND

When you want all calls to your extension forwarded when you select Do Not Disturb mode for your keyset:

1. Dial **607** plus the extension or group number.
2. Hang up when you receive confirmation tone (or LCD message).

Note: If the Hot Keypad feature has been turned off, you must first lift the handset or press the **Speaker** key before you begin dialling.

TO CANCEL FORWARD DND

Pressing the **DND** key or dialling **400** cancels any Forward DND set.

FORWARD TO AN EXTERNAL NUMBER

To forward outside calls to another outside number, you can use the **FWRD EXT** key programmed with the required external number to forward to. Simply press this key to set forwarding, and press it again to turn forwarding off. The key LED lights.

However, if you do not have this key programmed:

1. While on-hook, press the **Transfer** key and dial **102**.
2. Dial **6**.
3. Dial the trunk or trunk group access code followed by the outside number that you want.
4. Press the **Transfer** key.

The external forward option is now programmed for your phone. If you cancel external forwarding, it can be reactivated for your phone at any time by dialling **606**.

Note:

- External Call Forward will cancel all other call forwarding conditions set.
- If the Hot Keypad feature has been turned off, you must first lift the handset or press the **Speaker** key before you begin dialling.

CANCELLING CALL FORWARDING

When you set any forward condition at your keyset—except Forward DND—you can cancel it by dialling **600**.

NETWORK CALL FORWARDING

The following options allow you to forward your calls to another phone system connected to your network.

CALL FORWARD UNCONDITIONAL (CFU)

To forward all your calls unconditionally to a station in another system on your network:

- Lift the handset and dial **608** plus the extension or group number.
- When you receive confirmation tone, hang up.

TO CANCEL CFU

- Lift the handset and dial **600**
  OR
  Dial another forwarding code (e.g., 604).

CALL FORWARD BUSY (CFB)

To forward calls to a station in another system on your network when you are busy on another call:

- Lift the handset and dial **609** plus the extension or group number.
- When you receive confirmation tone, hang up.

TO CANCEL CFB

- Lift the handset and dial **600**
  OR
  Dial another forwarding code (e.g., 604).

CALL FORWARD NO RESPONSE (CFNR)

To forward calls to a station in another system on your network when you are unavailable to take a call:

- Lift the handset and dial **60**✶ plus the extension or group number.
- When you receive confirmation tone, hang up.

TO CANCEL CFNR

- Lift the handset and dial **600**
  OR
  Dial another forwarding code (e.g., 604).

CALL FORWARD OPTIONS

All call forwarding can be done using dial codes, as described above. Alternatively, forwarding features can be set using your keyset display. Selectable options are:

0	FORWARD CANCEL	6	EXT (External No.)
1	ALL CALL	7	FWD DND
2	BUSY	8	CFU (Network)
3	NO ANSWER	9	CFB (Network)
4	BUSY/NO ANSWER	✶	CFNR (Network)

1. Dial **Transfer 102**.
2. Dial option **0–9** or ✶ to select the forward type
   OR
   Press the **Volume** keys to select the forward type and press the right soft key to move the cursor.

   (Note: Selecting option **0** will cancel any forwarding already set—press **Transfer** to finish. Selecting option **4** requires that destinations are already set for options 2 and 3—press **Transfer** to finish.)

3. Dial the destination number.
   OR
   Press the **Volume** keys to select the destination and press the right soft key to move the cursor.

(Note: If you selected option **6**, dial the access code and external number and press the right soft key to move the cursor.)

4. Dial **1** to set forwarding (**YES**)
   OR
   Press the **Volume** keys to select **YES**

   (Note: Selecting NO will turn off the forwarding option selected)

5. Press **Transfer** to store and exit.

EXTENSION CALL PICKUP

To pick up (answer) a call ringing at another extension, lift the handset and dial **65** followed by the number of the ringing extension.

Note: If the Hot Keypad feature has been turned off, you must first lift the handset or press the **Speaker** key before you begin dialling.

GROUP CALL PICKUP

To pick up (answer) a call ringing in any pickup group, lift the handset and dial **66** followed by the desired group number 01–99, or press the flashing **GROUP PICKUP** key if available.

Note:

- A group pickup key can have an extender for a specific pickup group (see ***Adding Extenders to Key Assignments*** in the section "Display Features").
- If the Hot Keypad feature has been turned off, you must first lift the handset or press the **Speaker** key before dialling the access code.
- Extension and group pickup features cannot be used to answer recalls to an extension, only new ringing calls and operator recalls.

MY GROUP PICKUP

A separate access code may be assigned to pick up ringing calls in your own pickup group. See your system administrator for the assigned access code, if one is available, and enter it here: **MYGRPK code =** _____.

To pick up a call, dial the code (you do not need to dial the group number).

ESTABLISHED CALL PICKUP

('L' VERSION SYSTEMS ONLY)

To pick up an established call in progress at a single line extension (SLT) connected to a modem on your PC, you must have an assigned **EP** key for the SLT on your keyset.

- Press the **EP** key for the SLT and the call is automatically transferred to your keyset.

The SLT will be disconnected from the call.

PRIVACY RELEASE

('L' VERSION SYSTEMS ONLY)

This feature will allow other extensions to join in your conversation by releasing privacy on the C.O. line from your phone. You must have an assigned **PRB** key on your keyset.

While you are talking on an outside line and you wish to have up to three other internal parties join the conversation:

1. Press the **PRB** key (the key LED will light steady red).
2. Inform the other party/parties that they may now join the conversation (see below).
3. When all parties have joined the conversation and you wish to return privacy to the line so that no one else can join the conversation, press the **PRB** key again; the key LED will turn off.

TO JOIN A NON-PRIVATE CONVERSATION

When an extension user has informed you that you can join a conversation:

- Press the C.O. line key or dal the C.O. line number indicated by the extension user.

DIALLING FEATURES

Some dialling features can be accessed using programmable keys or feature access codes only. Others can be accessed using programmable keys, feature access codes, or the soft key menus on the LCD. Use of the soft key menus is described at the beginning of this guide (see the section **"Things You Should Know"**).

SPEED DIALLING

You can dial a pre-programmed telephone number stored in the system-wide speed dial list of numbers (500–999) or from your personal list of speed dial numbers (00–49, see ***Programming Personal Speed Dial Numbers,*** below).

1. While on-hook, press the **Memory** key.
   OR
   Press the **SPD** key (if assigned)
   OR
   Dial **16**.
2. Dial the desired speed dial number.

The telephone number is automatically dialled for you.

Note: If the Hot Keypad feature has been turned off, you must first lift the handset or press the **Speaker** key before you begin dialling.

PROGRAMMING PERSONAL SPEED DIAL NUMBERS

You can program frequently-dialled telephone numbers in your personal speed dial list. An extension has 10 (00–09) speed dial numbers by default but may be assigned up to fifty (00-49). Your system administrator can tell you how many are assigned to your extension.

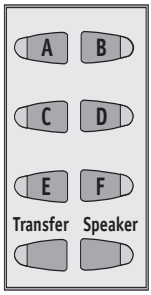
1. While on-hook, press the **Transfer** key and dial **105**.
2. Dial a speed dial number (**00–49**).
3. Dial a line or line group access code.

4. Dial the telephone number to be stored (18 digits maximum). The number can include *, # and other special digits (see below).
5. Press the **Transfer** key to store the number.

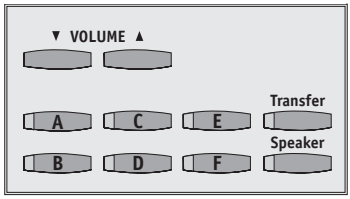
Note: If the Hot Keypad feature has been turned off, you must first lift the handset or press the **Speaker** key before you begin dialling.

When programming personal speed dial numbers, some programmable keys perform special functions.

28D KEYSET
18D KEYSET
DEFAULT
PROGRAMMING
KEYS LAYOUT



8D / 8S KEYSET DEFAULT
PROGRAMMING
KEYS LAYOUT



Keys 'B'–'F' are used to insert special digits, as follows (the A key is not used):

B inserts a flash ("F").
C inserts a pause ("P").
D is used for pulse-to-tone conversion ("C"). If your system uses rotary (or pulse) dialling C.O. lines, pressing D while entering a speed dial number causes all subsequent digits to be sent as DTMF tones.
E is used to hide digits. You may want to hide some phone numbers so that they will not show in the display when you dial the speed dial number later. When you are programming the phone number, press E before entering the digits you want to hide. The symbol "[" is displayed. All subsequent digits will be displayed as "*" when the speed dial number is dialled. If you want some digits to display, press E again ("]" is displayed) before entering these digits.

For example, if you program a speed dial number with the phone number 9-[0121]728765, when you later dial this speed dial number the display shows ****728765.

Note: When programming an outside number, enter the access code (e.g. 9 or 0) before you press E to hide any digits.

F is used to enter a name for the speed dial number. See ***Personal Speed Dial Names*** in the section "Display Features".

Use the **HOLD** key to clear a speed dial number and/or name.

ONE-TOUCH SPEED DIALLING

You can assign any personal or system speed dial number to an already programmed speed dial key for quick and easy one-touch dialling of frequently-used numbers.

1. While on-hook, press the **Transfer** key and dial **107**.
2. Press an **SPD** key.
3. Dial the speed dial number that you want assigned to this key.
4. Press the **Transfer** key to store your selection.

To call this number, simply press the **SPD** key.

Note: If the Hot Keypad feature has been turned off, you must first lift the handset or press the **Speaker** key before you begin dialling.

LAST NUMBER REDIAL

To redial the last outside number you dialled:

- Press the **Redial** key
  OR
  Press the **LNR** key (or the LNR soft key in the CALL menu).
  OR
  Dial **19**.

Note:

- If the Hot Keypad feature has been turned off, you must first lift the handset or press the **Speaker** before you begin dialling.
- Redial does not apply to internal calls.

MANUAL RETRY WITH REDIAL

('L' VERSION SYSTEMS ONLY)

When you are on an outside call and you receive a busy signal and you want to redial the same number:

- Press the **Redial** key.

This will hang up your existing call and manually redial the same number. You can repeat this operation for a limited number of attempts.

SAVE NUMBER WITH REDIAL

To save the outside number you just dialled for later use, before hanging up:

- Press the **SNR** key.
  OR
  Press the **Scroll** key and select the SAVE soft key.

To redial this saved number at any time, press the **SNR** key or dial **17**.

Note:

- If the Hot Keypad feature has been turned off, you must first lift the handset or press the **Speaker** key before you begin dialling.
- The saved telephone number is stored in memory until you save another.
- Redial does not apply to internal calls.

CHAIN DIALLING

You can manually dial additional digits following a speed dial number or chain as many speed dial numbers together as required.

- After the first speed dial number is answered, press the **Memory** key again (or **SPD** key if assigned) and dial another speed number OR manually dial additional digits following a speed dial number.

AUTOMATIC REDIAL/RETRY

When you are making an outside call and you receive a busy signal, the system can automatically redial the number for you. It will automatically redial at a pre-programmed interval for up to 15 attempts. You must have a **RETRY** key programmed to use this feature.

- When you hear a busy signal, press the **RETRY** key.

The system will reserve the line and automatically redial the same number for you. You will hear the call being made through the speaker. The microphone is muted.

- When the called party answers, you must pick up the handset or press the **Speaker** key to begin speaking.

Note:
- If you make another call, auto-redial is cancelled.
- To cancel a retry, lift and replace the handset.

PULSE TO TONE CHANGEOVER

When making an outside call on a dial pulse line, press #. All digits dialled after the # will be sent as tones.

MEMO DIALLING

('L' VERSION SYSTEMS ONLY)

When, during an outside call, you are enquiring for a phone number or taking a message, you can store the number or message you are given as a "memo" for later use. There is no need to write it down.

1. While on an outside call, press the MEMO soft key.
2. Dial the number or type the message (using the keypad) as it is dictated to you.
3. Press the RETURN soft key to save the number/message.

When your conversation is finished and the handset replaced, you can view the number/message you saved:

1. Dial **TRSF 113.**
2. Use the **Volume** keys to scroll through the numbers/messages saved as memos.

PAGING AND MESSAGING

MAKING AN INTERNAL PAGE

To make an announcement through *keyset speakers*:

1. Lift the handset.
2. Press the **PAGE** key
   (or select the PAGE soft key in the OTHER menu).
   OR
   Dial **55**.
3. Dial the desired zone number **1**, **2**, **3** or **4**.
   OR
   Dial **0** to page **all** internal zones.
4. After the attention tone, make your announcement.

Note: If you have a separate PAGE key dedicated to each page zone, press the dedicated PAGE key to dial the required zone number.

MAKING AN EXTERNAL PAGE

To make an announcement through *external paging speakers:*

1. Lift the handset.
2. Press the **PAGE** key
   (or select the PAGE soft key in the OTHER menu).
   OR
   Dial **55**.
3. Dial the desired zone number **5**, **6**, **7** or **8**.
   OR
   Dial **9** to page **all** external zones.
4. After the attention tone, make your announcement.

Note: If you have a separate PAGE key dedicated to each page zone, press the dedicated PAGE key to dial the required zone number.

ALL PAGE

To page all designated keysets and external speakers at the same time:

1. Lift the handset.
2. Press the **PAGE** key
   (or select the PAGE soft key in the OTHER menu).
   OR
   Dial **55**.
3. Press the ✶ key, or press the **PAGE (ALL)** key if assigned.
4. After the attention tone, make your announcement.

Note: The LED on the PAGE key will only light when an All Page is in progress.

MEET ME PAGE / MEET ME ANSWER

1. Lift the handset.
2. Press the **MEET ME PAGE** key
   (or select the MMPG soft key in the OTHER menu).
   OR
   Dial **54**.
3. Dial the desired zone number.
4. After the attention tone, instruct the paged person to dial **56** (Meet Me Answer).
5. Press the **Transfer** key.
6. Remain off-hook until the person dials **56** from any phone.

The paged person will be connected with you automatically.

CALL PARK AND PAGE

When you have an outside call for someone who is away from their desk, you can park the call and page the requested party. There are two methods for this: manual park orbits, and automatic park with a PAGE key.

MANUAL PARK ORBITS

1. While in conversation, press the **PARK** key.
2. Enter a desired orbit number (**0-9**). If the orbit number is busy, dial another orbit number.

   To automatically place the call in any available orbit number and see the number in the display, press ✶**.**

3. Replace the handset when finished.
4. Lift the handset and make a page announcement as described above (example: “Call for John Smith, park two”).

To Retrieve a Parked Call from Orbit:

- Press the **PARK** key and dial the announced orbit number (**0–9**).

You will be connected to the parked call.

Note:

- You must have a **PARK** key or Park access code to retrieve and place calls in park orbits.
- If the parked call is not retrieved within a pre-programmed time, it will recall your keyset and have a slow flashing amber light.
- If the Hot Keypad feature has been turned off, you must first lift the handset or press the **Speaker** key before you begin dialing.
- You cannot park and page internal calls.

AUTOMATIC PARK WITH PAGE KEY

1. While in conversation with the caller, press the **PAGE** key (or select the PAGE soft key). The call is automatically parked at your extension.
2. Dial the desired page zone and announce the parked call and your extension number or the line number.
3. Hang up.

To Retrieve an Automatically Parked Call:

1. Press the **PARK** key or dial **10**.
2. Dial the number that was announced.

You will be connected to the parked call.

Note:

- You cannot park and page internal calls.
- If the parked call is not retrieved within a pre-programmed period of time, it will recall your keyset and have a slow flashing amber light.
- If the Hot Keypad feature has been turned off, you must first lift the handset or press the **Speaker** key before you begin dialling.

MESSAGE WAITING INDICATIONS

You can inform another station user that you wish to speak with them by leaving a message waiting indication at their keyset. Other users may leave message waiting indications at your keyset.

SETTING A MESSAGE WAITING INDICATION

When you are calling another extension or extension group and no one answers or you receive a busy signal, you can leave a message waiting indication:

1. Press the **Message** key (or the MSG soft key in the display)
   OR
   Dial **43**

   You receive confirmation tone.

2. Hang up. The **Message** key on the called extension or on all of the extensions in the group will flash. (The keyset status indicator on *i*DCS keysets will also flash red. Other types of phone may have a similar special multi-function lamp which flashes. Standard telephones receive a special dial tone as a message indication.)

If you want to leave a message waiting indication without first ringing the extension or extension group:

- Dial **41** plus the extension or group number.

Note:
1. An individual extension can have up to five message waiting indications.
2. If the Hot Keypad feature has been turned off, you must first lift the handset or press the **Speaker** key before you begin dialling.

CANCELLING MESSAGES

- **To cancel a message waiting indication that you left at another extension**, dial **42** followed by the extension number of the extension at which you left a message.

- **To cancel all message indications left by other users at your keyset, without replying to them**, dial **42** followed by your extension num-

ber. Your Message key LED and keyset status indicator will stop flashing.

Note: If the Hot Keypad feature has been turned off, you must first lift the handset or press the **Speaker** key before you begin dialling.

VIEWING, CLEARING AND RETURNING MESSAGES

If your Message key and keyset status indicator are flashing, you can view the message waiting indications before you answer them. There may be up to five indications left at your extension.

- With the handset on-hook, press the flashing **Message** key. The first station that left a message waiting indication will be displayed.
- Press the **Volume** keys or NEXT soft key to scroll through other stations that left message waiting indications.
- As you view each indication, you have the choice to REPLY or CLEAR. If you reply, you will ring the extension displayed. If you clear, the message indication is deleted without a reply.
- Press the **ANS/RLS** key to return your keyset to the idle condition.

RETURNING MESSAGES WITHOUT VIEWING THEM

To answer message waiting indications at your keyset without first viewing them:

1. Press the **Message** key or dial **43**. The first extension that left you a message will be called automatically. (If that extension does not answer, your **Message** key LED and keyset status indicator will continue to flash.)
2. Repeat step 1 until all messages have been returned in the order they were received.

Your **Message** key LED and keyset status indicator will turn off when all messages have been returned.

Note:

- If the Hot Keypad feature has been turned off, you must first lift the handset or press the **Speaker** key before you begin dialling.
- If a message has been left at your keyset by a keyset in Auto Answer mode, you must manually cancel the message after it has been returned (see above).

PROGRAMMED MESSAGES

When you plan to be away from your phone for any length of time, you can leave a programmed station message on your phone's display (e.g. "In a Meeting"). Display keysets calling you will also see this message. The message may also contain instructions for callers to follow. In 'L' version systems there are 30 possible messages (01–30). In 'M' version systems there are 20 possible messages (01–20). Messages 01–10 are set up by default as follows (the rest are blank):

01	GIVE ME THE CALL
02	TAKE A MESSAGE
03	ASK THEM TO HOLD
04	SEND TO MY VOICE MAIL
05	TRSF TO MY SECY
06	LEAVE A MESSAGE
07	PAGE ME
08	OUT OF TOWN
09	IN A MEETING
10	I WILL CALL BACK

Each of these default messages and the blank messages can be customised in programming as required. To see what messages have been set up for your system:

- With the handset on-hook, dial **Transfer 115**
- Use the **Volume** keys to scroll through the programmed message options.

PROGRAMMED MESSAGE KEYS

You may have message (**PMSG**) keys programmed on your keyset, each with a different message code as an extender. If so:

- Press the **PMSG** key you require. The message is set and the key will light red. Press the key again to turn the LED off.
- Pressing a different **PMSG** key will turn the previous message off and set a new message.

SETTING A MESSAGE IF NO KEYS ARE PROGRAMMED

- Dial **48** followed by a message code **01–30**.

If you want to select a message indicating that you will be returning to your desk at a specific time or date, refer to *Advanced Programmed Messages*, below.

To Cancel a Message You Have Set

- Dial **48** followed by **00**.

Note: If the Hot Keypad feature has been turned off, you must first lift the handset or press the **Speaker** key before you begin dialling.

ADVANCED PROGRAMMED MESSAGES

This feature allows you to add an extender such as date or time to selected programmed messages. For example, RETURN ON:Dec/27 or RETURN AT:03:30p.

'L' Version Systems

These are messages 26-30. Messages 26 and 27 have default messages ''RETURN AT'' and ''RETURN ON'' (respectively) which allow you to append a time or date. Messages 28–30 are blank by default but may be programmed with new messages which also allow you to append a time or date.

'M' Version Systems

These are messages 19-20. By default, these messages "RETURN AT" and ''RETURN ON'' (respectively) allow you to append a time or date.

To see what messages have been set up for your system (both 'L' and 'M' systems):

- With the handset on-hook, dial **Transfer 115**

- Use the **Volume** keys to scroll through the programmed message options.

SETTING AN ADVANCED MESSAGE

1. With the handset on-hook, dial **Transfer 115**.
2. Dial a message code (26-30) or press the **Volume** keys to select a message.
3. Depending on your message selection, enter a time or date as follows:

   - Time is two digits for hour (range 01–23) and two digits for minutes (range 00–59) (e.g. RETURN AT 0330)

   - Date is two digits for month (range 01–12) and two digits for day (range 01–31) (e.g. RETURN ON 1227, for 27th December)

4. For the fifth and final digit, press ✶ to scroll and select:

   - "a" for A.M. or "p" for P.M. if you entered a time value, or
   - "/" if you entered a date value.

5. Press **Transfer** to exit and store your selection.

CANCELLING MESSAGES

- Dial **48** followed by **00**.

CONVENIENCE FEATURES

DO NOT DISTURB (DND)

Use this feature when you want to block incoming calls to your keyset. You will still be able to make outgoing calls while in DND mode.

- While on-hook, press the **DND** key (the key LED turns on).
  OR
  Dial **401**.

  The keyset status indicator flashes red (and 'DO NOT DISTURB' is displayed in the LCD).

TO CANCEL DND

- Press the **DND** key or dial **400**. The DND key LED turns off and your display returns to normal.

Note: If the Hot Keypad feature has been turned off, you must first lift the handset or press the **Speaker** key before you begin dialling.

ONE-TIME DND

If you are on a call and you do not wish to be interrupted while on that call, you can press the **DND** key to place your extension in DND mode. When you hang up at the end of the call, DND mode will be automatically cancelled and your keyset will be able to receive new calls. This feature requires a **DND** key to be programmed.

Note: DND can be overridden by another extension if the extension is programmed to do this.

MUTE

You can mute the handset transmitter or the microphone during any conversation so you cannot be heard.

1. Press the **MUTE** key or MUTE soft key in the display.

The key will light red. (Lower case 'mute' is displayed in the LCD.)

2. To resume speaking, press the **MUTE** key (or mute soft key). The key LED turns off. (Upper case 'MUTE' is displayed in the LCD.)

BACKGROUND MUSIC

When a music source is supplied, you can listen to music through the speaker in your keyset.

- While on-hook, press the **HOLD** key to hear music.
- Press the **HOLD** key again to turn music off.

You can set the volume level for background music while listening by pressing the **Volume** keys. This does not affect the speakerphone volume.

APPOINTMENT REMINDER/ALARM CLOCK

This feature works like an alarm clock. Use it to remind yourself of an appointment later in the day (TODAY) or as a daily reminder every day (DAILY). You can set up three alarms: each one can be either a TODAY or a DAILY alarm.

SETTING ALARMS

1. Press the **Transfer** key and dial **112.**
2. Dial the alarm number **1**, **2**, or **3**.
3. Dial the time you want the alarm to sound. Enter the time as HHMM (hours and minutes) using a 24-hour clock. For example, 1430 is 2:30pm.
4. Dial **1** (TODAY) or 2 (DAILY) to select the alarm type. Dial **0** (NOTSET) if you choose not to set the alarm.
5. Press the **Transfer** key.
6. Repeat for each alarm if needed.

CANCELLING ALARMS

1. Press the **TRANSFER** key and dial **112**.
2. Dial the alarm number **1**, **2**, or **3**.
3. Press the **HOLD** key.

ANSWERING ALARMS

When the alarm rings, you will hear a series of short rings, repeated three times, and 'ALARM REMINDER' is displayed in the LCD.

- Lift the handset to answer the alarm. If you do not, the alarm will alert you two more times at 5-minute intervals.

Note: You can also select to have a specific reminder message displayed on your keyset. See ***Alarm Reminder Messages*** in the section "Display Features".

ANSWERING THE DOORPHONE

If your extension is programmed to receive calls from a doorphone, you will hear a series of short rings repeated.

- Lift the handset or press the **ANS/RLS** key and you are connected to the doorphone.
- If an electric door lock release is installed, dial **13** to unlock the door.

CALLING THE DOORPHONE/ROOM MONITOR

You can call the doorphone and listen to what is happening outside or in another room.

- Dial the extension number of the doorphone.

You will be connected to the doorphone and you can listen or have a conversation.

- If an electric door lock release is installed, dial **13** to unlock the door.

Note: If the Hot Keypad feature has been turned off, you must first lift the handset or press the **Speaker** key before you begin dialling.

EXECUTIVE/SECRETARY HOTLINE

You can program two extensions to have a 'hotline' between them, called the executive/secretary hotline. When the executive extension is in DND mode, all of its calls will ring the secretary extension.

Either extension user can press the **BOSS** key to make a voice call to the other extension. This will override any DND set at the other extension. The key will light red when the other extension is in use.

TRANSFERRING A CALL TO AN EXECUTIVE EXTENSION IN DND

1. Press the **Transfer** key followed by the **BOSS** key.
2. Hang up to complete a blind transfer.
   OR
   Wait for the user to answer, announce the call and hang up to complete a screened transfer.

GROUP LISTENING

When engaged on a call and using the handset, you may want other people to hear the other party's voice over the speaker. The speaker can be toggled on/off.

- Press the **LISTEN** key, or LISTN soft key in the display, to turn on the speaker. The microphone is not in use, so the other party cannot hear other parties present in your office.
- Press the **LISTEN** key, or LISTN soft key, again to turn the speaker off and resume private conversation.
- Repeat as necessary.

Note: Depending on speaker volume and the acoustics of your office, it may be advisable to turn the group listening feature off before hanging up. This will eliminate any momentary squeal.

ACCOUNT CODES

When equipped with optional equipment, your system allows calls to be charged to a specific account. You must have an **ACCT** key programmed on your keyset to use this feature.

'L' VERSION SYSTEMS

Follow the relevant instructions below depending on whether your ACCT key is programmed with an extender (000–999).

ACCT KEY WITH NO EXTENDER

- During any outside call, press the **ACCT** key.
- Enter the 3-digit account code bin number. Your conversation will not be interrupted.

ACCT KEY WITH EXTENDER '000'

- During any outside call, press the **ACCT** key.
- Enter the account code (maximum 12 digits, including ✶ and **#**). Press the **ACCT** key again. Your conversation will not be interrupted.

Note: If you make an error before you complete the account code, press the **ACCT** key twice and redial the correct code.

ACCT KEY WITH EXTENDER '001–999' (One-Touch)

- During any outside call, press the **ACCT** key.

The account code is automatically entered for you.

'M' VERSION SYSTEMS

- During any outside call, press the **ACCT** key.
- Enter the account code (maximum 12 digits, including ✶ and **#**). Press the **ACCT** key again. Your conversation will not be interrupted.

Note: If you make an error before you complete the account code, press the **ACCT** key twice and redial the correct code.

LOCKING YOUR KEYSET

Using this option, you can allow or disallow incoming and outgoing calls from your keyset while absent from your desk. There are three possible options: Unlocked, Locked All and Locked Out.

Unlocked	Keyset can be used without restriction.
Locked All	Prevents keyset from making or receiving calls.
Locked Out	Restricts the keyset from accessing an outside line and making a call. Calls can be received.

1. While on-hook, press the **Transfer** key and dial **100.**
2. Dial your 4-digit extension passcode.
3. Dial **1** to set the keyset to Locked Out
   OR
   Dial **2** to set the keyset to Locked All.
4. Press the **Transfer** key to store your selection.

UNLOCKING YOUR KEYSET

1. While on-hook, press the **Transfer** key and dial **100.**
2. Dial your 4-digit extension passcode.
3. Dial **0** to set the keyset to Unlocked.
4. Press the **Transfer** key to store your selection.

MANUAL SIGNALLING

('L' VERSION SYSTEMS ONLY)

Use this feature when you want to send a brief ring burst to another extension, regardless of the status of your phone (on-hook, off-hook, hands-free, DND, or ringing). Your phone must have a Manual Signalling (MS) key with an extension number extender assigned to it.

- Press the **MS** key.

You may press the MS key repeatedly to send multiple signals to the designated extension.

OFF-HOOK VOICE ANNOUNCING (OHVA)

While engaged on another call, a keyset can receive voice announcements (OHVA calls) from other keysets via the handset or speaker. OHVA calls, however, cannot be received if a keyset is in DND mode or has an OHVA Block set (see below). The OHVA feature will work with internal and transferred calls.

MAKING OHVA CALLS

To make OHVA calls to a busy extension you must have an **OHVA** key.

1. Dial the extension number or press the **DSS** key for the extension.
2. When you receive a busy signal, press the **OHVA** key.
3. After the attention tone, begin speaking.
4. Finish the call by replacing the handset or pressing the **ANS/RLS** key.

Note:

- If you are voice announcing to an extension close to you, use the handset to avoid an echo effect.
- You cannot announce to single line telephones.

RECEIVING OHVA CALLS

If you receive an off-hook voice announcement, you will hear the announcement in the handset receiver or over the keyset speaker while you are talking on your current call.

- Press the flashing **Call** key. This will place the current call on hold and allow you to talk to the announcing party.
- To return to your original call, press the key corresponding to your original call. This will disconnect the OHVA call.

Note: With 'L' version systems, you can set your keyset to receive OHVA calls via the handset only. (See ***Secure OHVA*** in the section "Customising Your Keyset.") You can also reply to an OHVA call with a text message. (See ***Text Messaging*** in the section "Display Features.")

OHVA BLOCK

Your keyset can be programmed with an **OHVA BLOCK** key. Pressing this key will prevent anyone from making an OHVA call to you until you press the key again and cancel the blocking.

OHVA REJECT

Your keyset may be programmed with an **OHVA REJECT** key. Pressing this key while receiving an OHVA call will disconnect the announcing caller and return you to your original call. Pressing the REJECT soft key has the same effect.

IN GROUP / OUT OF GROUP

If your keyset is assigned to a station ring group, you can remove your keyset from the group (and re-enter it later). While you are out of the group, you can receive calls to your extension number but not calls to the group number.

If you have an **IN/OUT** key programmed:

1. Press the **IN/OUT** key. It will light red when your keyset is in the group.
2. Press the **IN/OUT** key again to exit the group and turn the light off.
3. When you wish to return your extension to the group, press the **IN/OUT** key again. The key LED will light red.

The **IN/OUT** key can include an extender to indicate the specific group that this key will affect. This means that if you are in multiple groups, you can decide for which groups you will receive calls.

If you do not have an IN/OUT key, check with your system administrator whether a system access code exists for this feature and enter it here. (**IN/OUT GROUP code:____**)

- Dial the system access code followed by the group number, and then dial 0 to exit the group or 1 to enter the group.

(Alternatively, press the IOG soft key in the in the OTHER menu, enter the group number and then exit/enter.)

Note: If the Hot Keypad feature has been turned off, you must first lift the handset or press the **Speaker** key before you begin dialling.

The IN/OUT key can include an extender to indicate the specific group that this key will affect. This means that if you are in multiple groups, you can decide for which groups you will receive calls (see ***Adding Extenders to Key Assignments*** in the section “Display Features”).

CUSTOMISING YOUR KEYSET

AME BGM

If you are using Answering Machine Emulation (AME), this feature selects whether you will hear your personal greeting or Background Music (BGM) while callers are listening to your personal greeting. A BGM source must be selected for this to work. This feature only applies if there is a Cadence or SVMi-8 Voice Mail card installed in the system and your keyset has a programmed **AME** key.

1. While the handset is on-hook, dial **Transfer 110.**
2. Press **091** to turn on AME BGM or **090** to turn it off.
3. Press **Transfer** to store your selection.

AME PASSWORD

If you are using Answering Machine Emulation (AME), this feature allows you to enable password protection. This will prevent unauthorised people from listening to messages being left for you. The passcode is the same as your station passcode. This feature only applies if there is a Cadence or SVMi-8 card installed in the system and your keyset has a programmed **AME** key.

1. With the handset on-hook, dial **Transfer 110**.
2. Dial **101** to turn on AME PASSCODE or **100** to turn it off.
3. Press **Transfer** to store your selection.

SELECT RING TONE

You can select one of eight ring tones for your keyset.

1. While on-hook, dial **Transfer 111**.
2. Dial a number **1–8** or press the **Volume** keys to hear each tone.
3. When you hear the tone that you want, press the **Transfer** key.

Note: Specific lines or stations may be programmed to ring your keyset with a different tone to that selected for your keyset.

CHANGE YOUR PASSCODE

By default, your extension passcode is 1234. You can change this passcode to any 4-digit number. You may be required to do this in order to use some special features.

1. While on-hook, dial **Transfer 101**.
2. Dial your existing (old) passcode.
3. Dial a new passcode (must be four characters, e.g. 3456). You can use numbers 0–9.
4. Redial the new passcode to verify. If successful, you will hear two beeps. (Four beeps indicate an invalid code and you should enter the code again.)
5. Press the **Transfer** key to store the new passcode.

SET ANSWER MODE

You can receive internal calls in one of three modes: Ringing, Auto Answer or Voice Announce (see ***Answering Internal Calls*** in the section "Internal Calls" for details).

1. While on-hook, dial **Transfer 103**.
2. Dial **0** for Ringing, **1** for Auto Answer or **2** for Voice Announce. (Or use the **Volume** keys to select the option in the display.)
3. Press the **Transfer** key to store your selection.

AUTOMATIC HOLD

While on an outside call, pressing a line key, route key or a flashing Call key will automatically put your call on hold and connect you to the next call. This feature can be turned on or off at your keyset.

1. While on-hook, dial **Transfer 110**.
2. Dial **001** to turn Automatic Hold on or **000** to turn it off. (Or use the soft keys and **Volume** keys to select the option in the display.)
3. Press the **Transfer** key to store your selection.

HEADSET OPERATION

When using a headset, you press the **ANS/RLS** key to answer and release calls. You can switch between handset mode and headset mode easily.

1. While on-hook, dial **Transfer 110.**
2. Dial **021** to use the headset or **020** to use the handset. (Or use the soft keys and **Volume** keys to select the option in the display.)
3. Press the **Transfer** key to store your selection.

If you have a programmed HDSET key, press this to select Headset mode. The key LED will remain on while you are in this mode. Press the key again to return to handset mode (the LED turns off).

HOT KEYPAD

Your keyset's keypad can be made "live" or "hot" so that it is not necessary to lift the handset or press the **Speaker** key before you begin dialling. Calls can be made and features activated by simply dialling the line number, trunk group access code, internal number or feature access code. To activate this feature:

1. While on-hook, dial **Transfer 110.**
2. Dial **031** to turn the Hot Keypad on or **030** to turn it off. (Or use the soft keys and **Volume** keys to select the option in the display.)
3. Press the **Transfer** key to store your selection.

KEY CONFIRMATION TONE

You normally hear a short beep (confirmation tone) each time you press a key on the dial keypad. This tone can be turned on or off.

1. While on-hook, dial **Transfer 110**.
2. Dial **041** to turn tones on or **040** to turn tones off. (Or use the soft keys and **Volume** keys to select the option in the display.)
3. Press the **Transfer** key to store your selection.

REJOINING A PAGE

This feature allows you to hear the remaining portion of an ongoing internal page after you return your keyset to idle. To enable this feature:

1. While on-hook, dial **Transfer 110**.
2. Dial **051** to turn this feature on or **050** to turn it off. (Or use the soft keys and **Volume** keys to select the option in the display.)
3. Press the **Transfer** key to store your selection.

RING PREFERENCE

This feature automatically answers ringing calls when you lift the handset or press the **ANS/RLS** key. This method will always answer calls in the order they arrived at your keyset. If you turn Ring Preference off, you must press the flashing key to answer a call, allowing you to answer calls in the order you choose.

1. While on-hook, dial **Transfer 110**.
2. Dial **061** to turn Ring Preference on or **060** to turn it off. (Or use the soft keys and **Volume** keys to select the option in the display.)
3. Press the **Transfer** key to store your selection.

DISPLAY SPEED DIAL NAME

('L' VERSION SYSTEMS ONLY)

This option allows you to view the name associated with a speed dial number as you dial it.

1. With you handset on-hook, dial **Transfer 110**.
2. Press **111** to turn DISP SPDNAME on or **110** to turn it off. (Or use the soft keys and **Volume** keys to select the option in the display.)
3. Press **Transfer** to store your selection.

CALLER ID REVIEW ALL

('L' VERSION SYSTEMS ONLY)

This feature allows you to review Caller ID information for calls sent to your station. This list is up to fifty calls on a first in, first out basis. The list includes calls that you answered and calls that rang your station but that you did not answer. When reviewing this list, you can press a key to return the call.

1. With you handset on-hook, dial **Transfer 110**.
2. Press **121** to turn CID REVW ALL on or **120** to turn it off.
3. Press **Transfer** to store your selection.

SECURE OHVA

('L' VERSION SYSTEMS ONLY)

This option allows you to secure your phone against receiving OHVA calls via the speaker. Any OHVA call is broadcast via the handset only when the SECURE OHVA option is turned on at your phone.

1. With you handset on-hook, dial **Transfer 110**.
2. Press **131** to turn SECURE OHVA on or **130** to turn it off.
3. Press **Transfer** to store your selection.

DISPLAY FEATURES

DISPLAY MENUS

Keyset display menus are discussed briefly at the start of this guide (in the section "Things You Should Know.") There are a number of menus available depending on the activity of your keyset, i.e. making calls, receiving calls, operating features and so on.

When your keyset is idle, pressing the **Scroll** key will display the start-up menus (CALL, OTHER, ANS and VM). When you are on a call or setting up keyset features, pressing the **Scroll** key will scroll through the available options in the display. The soft keys below the display are used to select menu options. Experiment with these menus to find out what they do. You should already be familiar with most of the available options.

CALL PROGRESS DISPLAYS

During everyday call handling, your keyset display provides information that keeps you informed of what is happening and who is calling. You may be prompted to take an action or you may receive information about the call.

DIRECTORY INFORMATION

A directory name of up to 11 characters can be assigned to each extension. If assigned, you can view the name of a calling extension before answering, and your name can be displayed on any display keysets that you call. (See ***Setting Extension Names***, below.) For example, a ringing call would display like this:

CALL FROM 203 John Smith

Similarly, outside lines can have a directory name of up to 11 characters. Incoming calls can then be easily identified and answered with appropriate greetings.

Outside and internal calls ringing to an extension group will display “CALL FOR XXX” where XXX is the extension group number (e.g. 501). This allows you to answer calls directed to your group in a different way to calls directed to your extension.

SETTING EXTENSION NAMES

You can assign a name up to 11 characters long to your keyset. This allows other display keyset users to see who is calling them and to call you using the Dial by Directory feature (below). To program an extension name:

1. Press the **Transfer** key and dial **104**.
2. Enter the name using the dial keypad. Each press of a key selects a character. Pressing a different key moves the cursor to the next position. For example: if your name is “Joanne”, press 5 once to get the letter “J”; then press 6 three times to get the letter “O”; then press 2 once to get “A”. Continue selecting characters using the following table to complete the name.

COUNT	1	2	3	4	5
DIAL 0	<	>	.	)	0
DIAL 1	space	?	,	!	1
DIAL 2	A	B	C	@	2
DIAL 3	D	E	F	#	3
DIAL 4	G	H	I	$	4
DIAL 5	J	K	L	%	5
DIAL 6	M	N	O	^	6
DIAL 7	P	Q	R	S	7
DIAL 8	T	U	V	✶	8
DIAL 9	W	X	Y	Z	9
DIAL ✶	:	=	[	]	✶

The # key can be used for the following special characters (displayed in this sequence): # space & ! : ? . , % $ - < > / = [ ] @ ^ ( ) _ + { } | ; " → `

Note:

- When the next character you want appears on the same key as the character you just entered, press the **Volume** ▲ key to move the cursor one space to the right. Press the **Volume** ▼ key to move the cursor to the left to make any changes.

- Press the "A" key to toggle between upper and lower case letters. (Refer to ***Programming Personal Speed Dial Numbers*** in the section "Dialling Features" for the position of the "A" key on your keyset.)

3. Press the **Transfer** key to store the name.

CALL LOG

To view the last 50 outside numbers that you dialled and received, use the Call Log option. While using this feature you are presented with a number of options for dealing with these numbers. For example, you can view a number and dial it or save it as a speed dial number.

1. Press the **LOG** key or LOG soft key in the CALL menu.
2. Press the IN or OUT soft key to view incoming or outgoing calls
3. Press the NND soft key to view more information about the call displayed
   OR
   Press the CLEAR soft key to clear the number from the log
   OR
   Press the DIAL soft key to dial the number.

Setting a Personal Speed Dial Number While Viewing a Number

1. Press the **Scroll** key
2. Press the STORE soft key

The number is saved in the first available empty speed dial bin for your keyset.

To View the Next Number in the Log

1. Press the **Scroll** key
2. Press the REVW soft key

PERSONAL SPEED DIAL NAMES

Each personal speed dial number you create can have a name of up to 11 characters assigned to it. This name is used to select the speed dial bin when you use the Dial by Directory feature (see below). To program speed dial names:

1. Press the **Transfer** key and dial **106**.
2. Dial the speed dial number **00–49**.
3. Enter the name using the procedure described in ***Setting Extension Names***, above.
4. Press the **Transfer** key to store the speed dial name.
5. Repeat for each speed dial number as required.

DIAL BY DIRECTORY (NAME)

Each extension or speed dial number can have an associated directory name, as described above. Where this is the case, an extension or speed dial number can be selected by scrolling alphabetically through a directory name list. This on-line "phone book" allows you to look up and dial any extension or speed dial number quickly.

1. Press the **DIR** key or select the DIR soft key from the CALL menu.
2. Select the directory you wish to search: PERS (personal speed dial numbers), SYS (system speed dial numbers) or STN (extension names).
3. Press the key that corresponds to the first letter of the name you wish to search for.
4. Press the **Volume** keys to scroll through the names. (If no list exists for the letter selected, the system will tell you.)
5. Press the **DIR** key or the DIAL soft key to dial the number.

DISPLAY NUMBER DIALLED

Display keysets show digits as they are dialled. They will stay in the display until the call duration timer comes on automatically or the **TIMER** key is pressed (see below). If the call duration timer is not used, the number dialled is displayed until the call is released, transferred or put on hold.

CALL DURATION TIMER

The system can be set to time outside calls automatically. A few seconds after you dial a telephone number, the timer will appear in the display. (It appears immediately for incoming calls.) See *Auto Timer*, below.

To manually begin timing a call, you can use the Timer function. See *Timer Function*, below.

AUTO TIMER

You can have the timer automatically start when you answer incoming calls, or after a short delay on an outgoing call.

1. While on-hook, dial **Transfer 110**.
2. Dial **011** to turn the auto timer on or **010** to turn it off.
3. Press the **Transfer** key to store your selection.

The call timer displays in minutes and seconds for the duration of the call. If a call lasts longer than 99 minutes 59 seconds, the timer restarts.

TIMER FUNCTION

You can manually time your calls or use this feature as a simple stopwatch.

1. When the keyset is idle, press the **TIMER** key or select TIMER from the OTHER menu. The timer shows in the display.
2. Press the **TIMER** key (or TIMER soft key) to stop the timer.
3. Lift the handset and replace it. The display will return to normal.

Note: If you attempt to start the timer manually while the automatic timer is on, the call duration timer is restarted.

CALL COST

If your phone system is programmed to display call costs, you can have the call charge automatically displayed on the LCD when you make a call.

1. While on-hook, dial **Transfer 110**.
2. Dial **071** to turn the call cost on or **070** to turn it off.
3. Press the **Transfer** key to store your selection.

ALARM REMINDER MESSAGES

You can use the appointment reminder/alarm feature (refer to the section "Convenience Features") and create a 16-character reminder message. When the alarm rings, your message will appear instead of the normal 'ALARM REMINDER' message. To program reminder messages:

1. Press the **Transfer** key and dial **116**.
2. Dial the alarm number **1**, **2** or **3**.
3. Dial the time you want the alarm to go off. Enter the time as HHMM (hours and minutes) using the 24-hour clock. For example, 1430 is 2:30pm.
4. Dial **1** (TODAY) or **2** (DAILY) to select the alarm type.
5. Enter your message using the dial pad keys. For example, the message might be "Meeting with JS." (Refer to the table in ***Setting Extension Names***, above, for information on how to enter text.)
6. Press the **Transfer** key to store the alarm and reminder message.
7. Repeat for each alarm as needed.

To cancel an individual alarm and reminder message:

1. Press the **Transfer** key and dial **116**.
2. Dial the alarm number **1, 2** or **3**.
3. Press the **HOLD** key to clear the alarm.
4. Press the **Transfer** key.

ADDING EXTENDERS TO KEY ASSIGNMENTS

You can view your key assignments and add extenders to some of your programmable keys for easy one-touch operation of frequently-used features. For example, you can add a group number to a group pickup key.

1. While on-hook, press the **Transfer** key and dial **107**.
2. Use the **Volume** keys to scroll through your programmable keys. When the key you require is displayed, press the right soft key.
   OR
   Press the programmable key to which you want to add an extender.

3. Enter the key extender. The following table shows the keys which can be assigned extenders, and the range of values allowed for each key according to system type.

KEY	NAME	EXTENDER
BOSS	Boss and Secretary	1–4
DIR	Directory	1 (PERS), 2 (SYS) or 3 (STN)
DP	Direct Pickup	Station or station group number
DS	Direct Station Selection	Station or station group number
FWRD	Call Forward	0–9, *
GPIK	Group Pickup	01–99
IG	In/Out of Group	500–549
MMPG	Meet Me Page	0–9, *
PAGE	Page	0–9, *
PARK	Park (orbits)	0–9
PMSG	Programmable Message	01–20
RP	Ring Plan	1–6
SG	Station Group	500–549 or 5000–5049
SP	UCD Supervise	UCD group number
SPD	Speed Dial: Personal System	00–49 500–999
VT	Voice Mail Transfer	VM/AA group number

4. Press the **Transfer** key to store the data and exit programming.

Note: Make sure that the cursor is placed correctly before you enter the extender.

TEXT MESSAGING ('L' VERSION SYSTEMS ONLY)

This feature must be programmed by the system administrator to allow your keyset access to it. When you are on a call and you receive an Off Hook Voice Announcement or Camp-On call, you may respond to that station with a text message while continuing your call with the outside party. (For example, you might select "Ask Them To Hold.") The other station can view this message and take the appropriate action or respond with another text message.

There are 25 messages (01-25) stored in system memory that can be sent to another display keyset. (Refer to ***Programmed Messages*** in the section "Paging and Messaging.") If programmed, your keyset will display a TMSG option in the LCD.

1. Press the TMSG soft key to begin text messaging.
2. Dial the 2-digit number for the desired message OR use the **Volume** keys to scroll through the available messages and select.
3. Press the SEND soft key.

If the other station responds to this message using the same procedure, it will display in your LCD. At no time is your current call interrupted. When either station presses the EXIT soft key the displays at both stations return to their previous call progress conditions.

LCR WITH CLEAR

When you are making an outside call using Least Cost Routing (LCR) and you dial an incorrect digit, you can press the CLEAR soft key and reenter the telephone number. You do not need to redial the access code for LCR again.

CALLING LINE IDENTIFICATION PRESENTATION (CLIP)

CLIP is information that can be displayed when a call is received at your keyset, normally the caller's name or number.

SELECTING YOUR CLIP DISPLAY

You can decide if you want to see the name or number in the display first, or no CLIP display. Regardless of which one is selected, you can use the NND function to view the remaining CLIP information. To select the type of CLIP information you wish to view first:

1. While on-hook, press the **Transfer** key and dial **119**.
2. Dial **0** if you do not wish to view CLIP information, or **1** to view the NUMBER first, or **2** to view the NAME first.
3. Press the **Transfer** key to store your selection.

VIEWING THE NEXT CLIP CALL

In the event that you have a call waiting or a camped-on call at your keyset, you can display CLIP information associated with the call. Either the CLIP name or number will show in the display depending on your CLIP display selection (see above).

To view CLIP information for calls in queue at your keyset, press the **NEXT** key. If your keyset does not have a **NEXT** key, select NEXT from the CLIP menu in the display.

SAVING THE CLIP NUMBER

At any time during an incoming call that provides CLIP information, you can press the SAVE key to save the CLIP number. If your keyset does not have a SAVE key, select SAVE from the CLIP menu.

REDIALLING A SAVED CLIP NUMBER

To redial a number that has been saved, press the **SAVE** key or dial **19**.

Note: If the Hot Keypad feature has been turned off, you must lift the handset or press the **Speaker** key before you begin dialling.

STORING A CLIP NUMBER

At any time during an incoming call that provides CLIP information, you can save the CLIP number as a speed dial number in your personal speed dial list.

To store a CLIP number in a personal speed dial bin:

- Press the **STORE** key.
  OR
  Press the **Scroll** key and select STORE from the CLIP menu.

The system displays the speed dial bin in which the number was stored.

INQUIRE CLIP PARK/HOLD INFORMATION

If you are informed that an incoming call is on hold or has been parked for you, you can view the CLIP information before you retrieve the call. This will influence how you choose to handle the call. You can do this while the keyset is idle or while you are on a call.

From an idle keyset:

1. Press the **INQIRE** key.
   OR
   Press the **Scroll** key and then the OTHER soft key. Press the **Scroll** key again and select INQIRE from the CLIP menu.
2. Dial the trunk number.
3. You can now answer the call by pressing the ANS soft key.
   OR
   You can use the NND menu to view more information about this call.
   OR
   You can return to the idle condition by pressing the IGNORE soft key.

If you are already on a call:

1. Press the **INQIRE** key.
   OR
   Press the CLIP soft key and then the INQIRE soft key. Your existing call will go on hold.
2. Dial the trunk number.
3. You can now answer the call by pressing the ANS soft key.
   OR
   Press the NND soft key to view more information about this call.
   OR
   Return to the idle condition by pressing the IGNORE soft key.

Note

- If you are on an internal call or you have Automatic Hold turned off, you must finish the existing call or place it on hold before inquiring.
- If you are inquiring about an outgoing call, you will receive a “call no longer available” display.

REVIEWING PAST CLIP CALLS

This feature allows you to review CLIP information for calls sent to your key-set. This list can contain up to 50 calls on a first-in, first-out basis. The list includes calls that you answered and calls that rang your keyset but that you did not answer. While reviewing this list, you can press a key to dial the number currently displayed. To access the CLIP information stored in your review list:

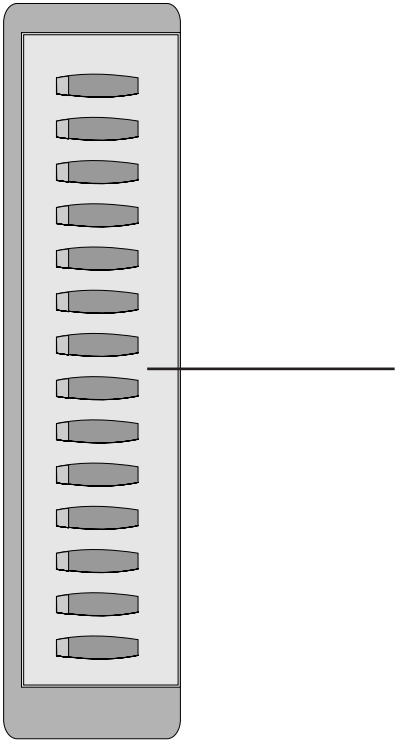
1. Press the **REVIEW** key.
   OR
   Press the **Scroll** key and the OTHER soft key. Press the **Scroll** key again and select REVW from the CLIP menu.

2. If you have entries in your review list, the oldest call will be shown first.
3. You can now press CLEAR to clear this entry.
   OR
   Press the NND soft key to view more information about this call.
   OR
   Press the DIAL soft key to call this person back.
   OR
   Press the **Scroll** key and then press the STORE soft key to save this number in a personal speed dial location.

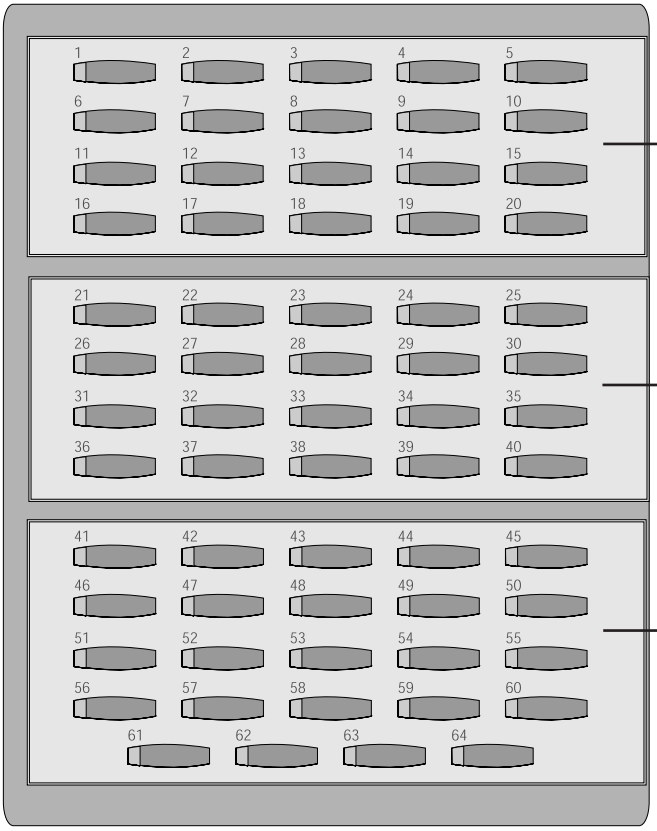
Note: Each keyset is allowed 10 speed dial numbers by default. Please see your system administrator to determine how many are assigned to your keyset.

ADD-ON MODULE

The 64- or 14-button add-on module (AOM) is used when you need more programmable keys. The extra programmable keys are used exactly like those on your keyset. They can be programmed to be DSS keys, C.O. line (DTS) keys, one-touch speed dial keys, and so on.



14 BUTTON AOM -- PROGRAMMABLE KEYS WITH RED LEDs
Used to call stations directly, to indicate busy conditions of other stations, for One-Touch dialling and many other system features. This is only for 28D and 18D keysets.



64 BUTTON AOM -- PROGRAMMABLE KEYS WITH RED LEDs
Used to call stations directly, to indicate busy conditions of other stations, for One-Touch dialling and many other system features.

PERSONAL SPEED DIAL NUMBERS

(Print these pages for each keyset user to complete with their personal details)

CODE	NAME	TELEPHONE NUMBER
00		
01		
02		
03		
04		
05		
06		
07		
08		
09		
10		
11		
12		
13		
14		
15		
16		
17		

18 _____ _____

19 _____ _____

20 _____ _____

21 _____ _____

22 _____ _____

23 _____ _____

24 _____ _____

25 _____ _____

26 _____ _____

27 _____ _____

28 _____ _____

29 _____ _____

30 _____ _____

31 _____ _____

32 _____ _____

33 _____ _____

34 _____ _____

35 _____ _____

36 _____ _____

37 _____ _____

38 _____ _____

39 _____ _____

40 _____ _____

41 _____ _____

42 _____ _____

43 _____ _____

44 _____ _____

45 _____ _____

46 _____ _____

47 _____ _____

48 _____ _____

49 _____ _____

SYSTEM ACCESS CODES

*i*DCS500 telephone systems have the following preset (default) feature access codes. These codes can be used if a key is not available for the feature you want to use. Standard telephone users must always dial these codes.

10 + ext no	Retrieve parked calls	55 + 5	Page external zone 5
11	Put calls on and take calls off hold	55 + 6	Page external zone 6
12 + ext no	Retrieve calls on hold at another extension	55 + 7	Page external zone 7
13	Door lock release	55 + 8	Page external zone 8
16 + spd no	Make speed dial calls	55 + 9	Page all external zones
17	Redial saved number	55 + *	All Page
19	Last number redial	56	Meet Me Answer
2xx	Extension numbers	57	Alarm sensor clear
3xx	Extension numbers	58	DISA alarm clear
400	Cancel Do not Disturb	59	Walking class of service
401	Set Do Not Disturb	60*	Call Fwrd No Response (n/w)
41	Set Message No Ring	600	Cancel all call forwarding
42 + ext no	Cancel message	601 + ext or grp no	Set Fwrd All Calls
43	Set/return messages	602 + ext or grp no	Set Fwrd Busy
44	Busy extension/line callback	603 + ext or grp no	Set Fwrd No Ans
45	Busy extension camp-on	604 + ext or grp no	Set Fwrd Busy/No Ans
46	Set up a conference	605 + ext or grp no	Set Fwrd Follow Me
47	Enter account code	606 + no	Set Fwrd External
48	Set programmed station message	607 + ext or grp no	Set Fwrd DND
49	Send flash to outside line	608 + ext or grp no	Call Fwrd Unconditional (n/w)
5xx	Station hunt group	609 + ext or grp no	Call Fwrd Busy (n/w)
54+zone	Meet Me Page	65 + ext no	Station (Directed) call pickup
55 + 0	Page all internal zones	66 + grp no	Group call pickup
55 + 1	Page internal zone 1	67	Universal Answer
55 + 2	Page internal zone 2	7xx	Individual line numbers
55 + 3	Page internal zone 3	8x, 9	Trunk groups
55 + 4	Page internal zone 4		

Call attendant or system operator: 0 **Outside dial code: 9**

Changed System Access Codes

Please enter the feature access codes configured for your system if different from the default codes shown in the table above.

CODE	FEATURE	CODE	FEATURE
	Retrieve parked calls		Page internal zone 3
	Put calls on and take calls off hold		Page internal zone 4
	Retrieve calls on hold at another extension		Page external zone 5
			Page external zone 6
	Door lock release		Page external zone 7
	Make speed dial calls		Page external zone 8
	Redial saved number		Page all external zones
	Last number redial		All Page
	Extension numbers		Meet Me Answer
	Extension numbers		Alarm sensor clear
	Cancel Do not Disturb		DISA alarm clear
	Set Do Not Disturb		Walking class of service
	Set Message No Ring		Call Fwrd No Response (n/w)
	Cancel message		Cancel all call forwarding
	Set/return messages		Set Fwrd All Calls
	Busy extension/line callback		Set Fwrd Busy
	Busy extension camp-on		Set Fwrd No Ans
	Set up a conference		Set Fwrd Busy/No Ans
	Enter account code		Set Fwrd Follow Me
	Set programmed station message		Set Fwrd External
	Send flash to outside line		Set Fwrd DND
	Station hunt group		Call Fwrd Unconditional (n/w)
to			Call Fwrd Busy (n/w)
	Station hunt group		Station (Directed) call pickup
	Meet Me Page		Group call pickup
	Page all internal zones		Universal Answer
	Page internal zone 1		Individual line numbers
	Page internal zone 2		Trunk groups

Call attendant or system operator: **Outside dial code:**

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Tel: 0161 655 1100 Fax: 0161 655 1166

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